



Clarify the Problem

Required assessments identifying the health and welfare needs of individuals enrolled as clients of the Developmental Disabilities Administration sometimes get delayed resulting in assessments that are overdue. Overdue assessments may lead to a delay or interruption in a client’s being able to access services to support critical health and welfare needs.

Breakdown the Problem

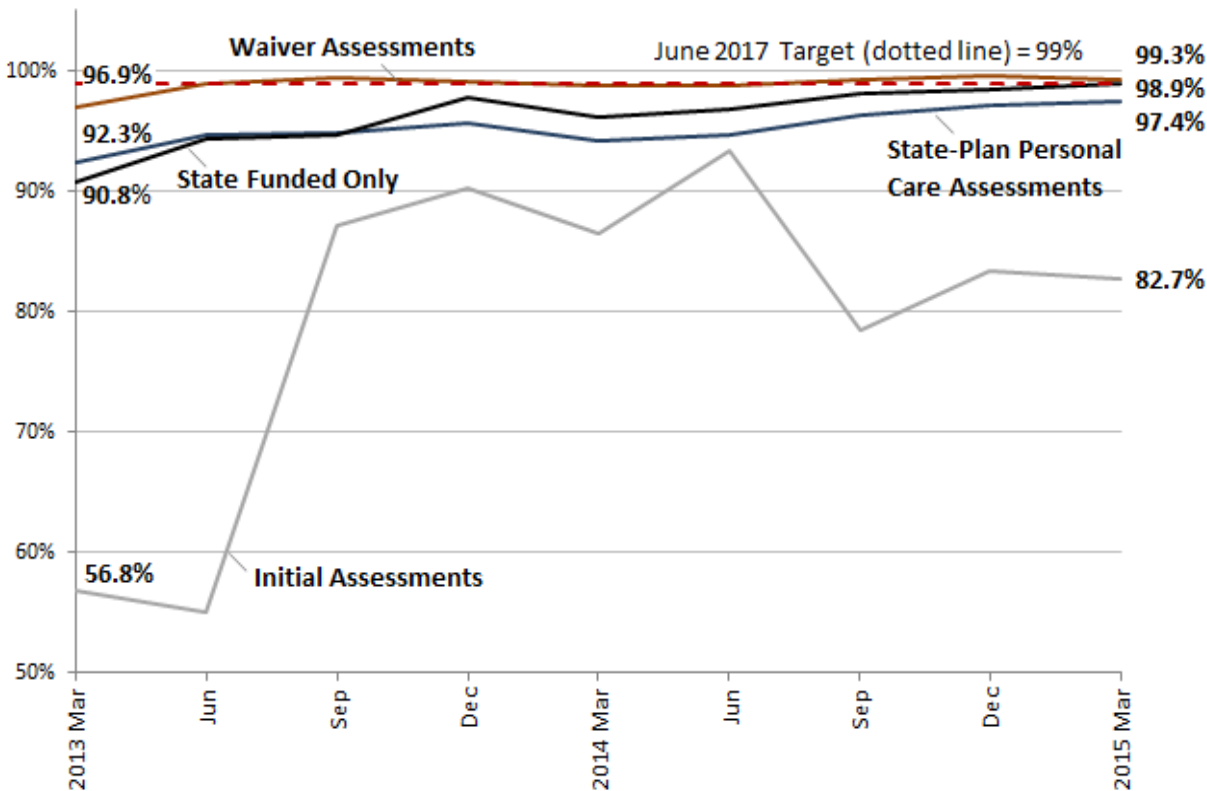
The percentage of assessments completed on time, reflects the need to develop strategies to support the on time completion of initial assessments and annual reassessments to improve delivery of services to clients.

Issues effecting the timeliness of assessments are:

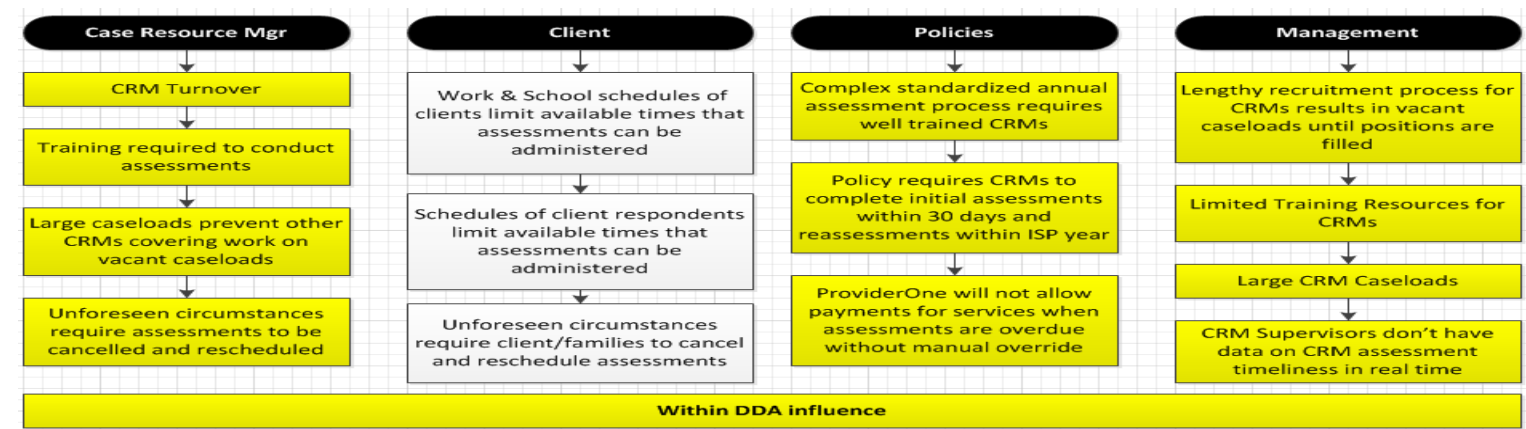
- Employee turnover resulting in unfilled case resource manager positions;
- Lengthy recruitment process resulting in caseloads remaining vacant until positions can be filled;
- High case load ratios preventing other case resource managers from covering required work on vacant caseloads;
- A complex, standardized assessment that requires individuals to be trained before they can administer the tool;
- A limited number of trainers to equip case resource managers with the knowledge and skills to conduct assessments in accordance with the rules and policies governing their completion;
- Unforeseen circumstances arise that require assessments to be cancelled and rescheduled

Target Condition

On-time completion of annual reassessments will increase from an average 98.4 percent in January 2015 to 99 percent in July 2017.
On-time completion of initial assessments will increase from 82.7 percent in January 2015 to 90 percent in July 2017.



Identify Root Cause



Proposed Countermeasures

	Root Cause	Proposed Countermeasures	Difficulty	Impact
1	Case Resource Manager (CRM) turnover	Engage HR to conduct continuous targeted CRM recruitment	High	High
2	Policy requires CRMs to complete initial assessments within 30 days and reassessments within ISP year	Provide monthly reports to Supervisors & Regional Mgmt.	High	Med
3	Complex standardized annual assessment process	Research best practices & strategies	Med	High
4	Limited training resources for CRMs	Monitor CRMs caseload sizes	High	High
5	Large CRM Caseloads	Engage HR to conduct continuous targeted CRM recruitment	High	Med

Proposed Action

ID#	Strategy/ Approach	Task(s) to support strategy	Lead	Due	Expected Outcome
1 & 5	Engage HR to conduct continuous targeted CRM recruitment	Continue recruitment efforts	Bob Beckman	6/30/17	Decrease the longevity of vacant positons.
2	Provide monthly assessment timeliness reports to Regional Management	Provide monthly reports to Supervisors & Regional Mgmt.	Bob Beckman	6/30/17 monthly	Initial assessment timeliness increase to 99%.
3	Provide CRMs training & on-going support to better equip CRMs with knowledge & skills	Update DDA CARE assessment training	Ron Bryan and Dave Harding	6/30/17	Establish a baseline to monitor evaluation scores.
3	Research best practices & strategies to leverage additional training resources for CRMs	Waiver specialist provide targeted training to CRMs	Bob Beckman	6/30/17	Create FAQ and train 100% of CRMs
4	Monitor CRM caseload size to ensure they are at or below caseload standard	Provide CRM caseload report to regional management team on a monthly basis.	Bob Beckman	6/30/17 monthly	Adjust caseload distribution as needed.

Evaluate Results, Standardize, then Repeat



Background Group Topic / Strategic Plan Goal / Main idea: Safe and high quality - Provide safe, high-quality supports for individuals. Sub Topic / Strategic Objective: Identify individual health and welfare needs in a timely manner in order to support individuals to have healthy and active lives. Measure # / Strategic Objective # : ADX.1 and Strategic Plan 1.1 Measure / Strategic Objective Title : On-time completion of annual reassessments will increase from an average 98.4 percent in January 2015 to 99 percent in July 2017. On-time completion of initial assessments will increase from 82.7 percent in January 2015 to 90 percent in July 2017.	Type of Status Report Strategic Plan
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Proposed Action								
ID#	Problem to be solved	Strategy/Approach	Task(s) to support strategy	Lead	Status	Due	Expected Outcome	Partners
1	Case Resource Manager turnover	Engage HR to conduct continuous targeted CRM recruitment to reduce time needed to obtain list of qualified candidates.	Create a survey for supervisors to find out how long it takes to submit job to HR and interview people and offer employment.	Bob Beckman	In progress	8/30/15	Receive data to establish a baseline.	Research Data Analysis Unit, DDA Regional Administrators
2	Policy requires CRMs to complete initial assessments within 30 days and reassessments within ISP year	Provide monthly assessment timeliness reports to Regional Management so they can monitor & improve CRMs performance.	Provide monthly reports to supervisors & regional management.	Bob Beckman	Automated monthly report	8/30/15	Reassessment timeliness increase to 99%.	Supervisors and Regional Management
		Increase timeliness of initial assessments.	Discuss strategies at the July Field Service Administrator meeting for reducing late initial assessments.	Bob Beckman	In progress	8/30/15	Create and implement strategies.	DDA Field Service Administrators
3	Complex standardized annual assessment process	Provide CRM training & on-going support to better equip CRMs with knowledge & skills.	Review New CRMs first 3 Planned Action Notices (PAN) and Individual Service Plans (ISP). After 90 days conduct a refresher training for PANs and ISPs.	Ron Bryan and Dave Harding	In progress	8/30/15	Improved CRM understanding of how to create PANs and ISPs.	DDA Case Resource Managers
4	Limited training resources for CRMs	Research best practices & strategies to leverage additional training resources for CRMs.	Conduct Individual and Family Services (IFS) and Community First Choice Webinars and train 150 CRMs a month.	Sheila Collins	Bi-monthly	7/30/15	Train 450 Case Resource Managers.	DDA Case Resource Managers
5	Large CRM Caseload size	Monitor CRM caseload size to ensure they are at or below caseload standard.	Provide CRM caseload report to regional management team on a monthly basis.	Bob Beckman	Automated monthly report	8/30/15	Adjust caseload distribution as needed.	Regional DDA Management Team



Background

Group Topic / Strategic Plan Goal / Main idea: Safe and high quality - Provide safe, high-quality supports for individuals.
Sub Topic / Strategic Objective: Identify individual health and welfare needs in a timely manner in order to support individuals to have healthy and active lives.
Measure # / Strategic Objective # : ADX.1 and Strategic Plan 1.1
Measure / Strategic Objective Title :
Success Measure 1: On-time completion of annual reassessments will increase from an average 98.4 percent in January 2015 to 99 percent by July 2017.
Success Measure 2: On-time completion of initial assessments will increase from 82.7 percent in January 2015 to 90 percent in July 2017.

Type of Status Report

Quarterly Status Report

Last modified 2/26/2016

Proposed Action

ID#	Problem to be solved	Strategy/Approach	Task(s) to support strategy	Intention for strategy	Lead	Status	Due	Expected Outcome	Partners
1	Case Resource Manager turnover	Engage HR to conduct continuous targeted CRM recruitment to reduce time needed to obtain list of qualified candidates.	Create a survey for supervisors to find out how long it takes to submit job to HR and interview people and offer employment.		Don Clintsman	In progress	3/31/2016	Receive data to establish a baseline.	Research Data Analysis Unit, DDA Regional Administrators
2	Policy requires CRMs to complete initial assessments within 30 days and reassessments within ISP year	a. Provide monthly assessment timeliness reports to Regional Management so they can monitor & improve CRMs performance.	Provide monthly reports to supervisors & regional management.		Ann Whitehall, Nicole Fergason	Automated monthly report	3/31/2016	Reassessment timeliness increase to 99%.	Supervisors and Regional Management
		b. Increase timeliness of initial assessments.	Discuss strategies at the February Field Service Administrator meeting for reducing late initial assessments.		Ann Whitehall, Nicole Fergason	In progress	3/31/2016	Create and implement strategies.	DDA Field Service Administrators
3	Complex standardized annual assessment process	Provide CRM training & on-going support to better equip CRMs with knowledge & skills.	Review New CRMs first 3 Planned Action Notices (PAN) and Individual Service Plans (ISP). After 90 days conduct a refresher training for PANs and ISPs.		Dave Harding	In progress	3/31/2016	Improved CRM understanding of how to create PANs and ISPs.	DDA Case Resource Managers
			JRP conduct periodic CARE/DDA assessment refresher training		Ron Bryan	In Progress	3/31/2016	Quarterly Trainings conducted in each region	DDA Case Resource Managers
			JRP conduct initial SIS IRR for each new case load carrying case manager within 30 days of completion of CARE Academy and Annual SIS IRR on al case manager who administer DDA Assessment.		Ron Bryan	In Progress	3/31/2016	Case Managers demonstrate they can use best practices to administer an accurate SIS assessment.	DDA Case Resource Managers

